

Name _____

MULTIPLE CHOICE. Choose the one alternative that best completes the statement or answers the question.

- 1) A recall can occur when either the manufacturer or the _____ determines there is a concern. 1) _____
A) National Automotive Service Task Force (NASTF)
B) OEM shop
C) National Highway Traffic Safety Administration (NHTSA)
D) State highway patrol
- 2) The VECI label includes all EXCEPT _____. 2) _____
A) Engine identification
B) Horsepower and torque rating of the engine
C) California emission standard
D) Federal (EPA) emission standard
- 3) Two technicians are discussing service records. Technician A says whenever service work is performed, a record of what is done is usually kept on file or stored electronically. Technician B says looking at previous work performed on the vehicle will not provide valuable information. Which technician is correct? 3) _____
A) Technician A only
B) Technician B only
C) Both technicians
D) Neither technician
- 4) Four-tenths of an hour is how many minutes? 4) _____
A) 14
B) 24
C) 34
D) 44
- 5) Two technicians are discussing the need for the history of the vehicle. Technician A says that an accident could cause faults due to hidden damage. Technician B says that some faults could be related to a previous repair. Which technician is correct? 5) _____
A) Technician A only
B) Technician B only
C) Both technicians
D) Neither technician
- 6) A _____ is a legal document that is signed by the vehicle owner or his/her representative and discusses all work to be performed on the vehicle. 6) _____
A) Contract
B) Work order
C) Authorization document
D) Recall order

- 7) Technical service bulletins (TSBs) are issued by the _____. 7) _____
- A) Vehicle manufacturer
 - B) Local dealer
 - C) Federal government
 - D) State or local government
- 8) A campaign is typically issued when a manufacturer wants to _____ a product's performance or increase the customer's satisfaction. 8) _____
- A) Delay
 - B) Measure
 - C) Improve
 - D) Derate
- 9) Two technicians are discussing additional information that should be on a work order. Technician A says the service advisor should look over the vehicle and make a written note of any damage that may exist. Technician B states the damage should be discussed with the customer to ensure they are aware of it. Which technician is correct? 9) _____
- A) Technician A only
 - B) Technician B only
 - C) Both technicians
 - D) Neither technician
- 10) When decoding the vin number found on the vehicle, what does the number or letter in digit 10 represent? 10) _____
- A) Country
 - B) Body type
 - C) Model year
 - D) Plant

Answer Key

Testname: AEE6_1B

1) C

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2) D

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3) A

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4) B

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5) C

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6) B

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7) A

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8) C

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9) C

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10) C

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